

To: Residential Sewer Customers
From: The Town of Kingston Springs
Re: Sewer policies

Important Information for Sewer Customers

For Kingston Springs residents, the following information is vital in dealing with your sewer service. This is only for residents who are connected to the sewer system.

Basic information: Even though you are connected to the sewer system, you still have a septic tank in your yard. The maintenance for this tank and the service line running from it to the main sewer line belongs to the city. **The line running from the house to the septic tank is the responsibility of the homeowner.** If it becomes necessary to pump the septic tank, the city will arrange and pay to have that service performed. The sewer system is a natural, biological system, which treats the solids in the septic tank and sends the bi-product to the sewer plant for treatment and release.

To avoid problems: Pouring grease into your sink is the number one problem within the sewer system. The sewer use ordinance prohibits homeowners from pouring grease into the system. When excessive grease is the reason for the tank needing pumping, the homeowner may be responsible for the expense of pumping. Because it is a violation of the ordinance, the homeowner could also be cited for the violation. It is recommended that grease be poured off into a separate container, such as an empty glass jar with a lid. Also, because the system is dependent upon bacteria, the use of garbage disposals can also create a situation that causes the tank to become slow in its treatment of waste. Any waste from table food that can be disposed of in the regular trash is going to help avoid that situation and help the system function normally.

It is unlawful to place any type of oil or petroleum product, paint or solvent into the sewer system. Violators **will** be prosecuted.

If you have problems: If you see a discharge on the ground on top of your septic tank, call for the city to come and do an inspection. If you have problems within your house, you may call the city to come and inspect the septic tank. However, 95% of the time, if there is sewage backing up in the house, the problem is a clogged line before it reaches the tank. This is a repair that the homeowner is required to make. The homeowners must arrange a plumber or make the repair themselves. The city does not have personnel to make these repairs.

To call the city for septic tank problems:
During business hours 952-2110
After business hours 533-2461

The city will not reimburse homeowners for unauthorized pumping of the septic tank. Please contact the city and allow public works to arrange septic tank service. There is 24 hour emergency service pre-arranged by the city.

Adjustments to your bill: If you have a swimming pool or do heavy watering during the summer months, you may purchase a “secondary meter” from the Second South Cheatham Water District which is connected to your outdoor faucet. This meter is read once a year and an adjustment is made on your sewer bill so that you will not pay for this water that did not go through the sewer. This adjustment is limited to a certain time period of the year. Contact the water company at 952-3094 for information. You may also receive one adjustment to your sewer bill that is based on a leak. This leak must be verified by the water company and the adjustment will be based on an average of several month’s usage.

Policies and Ordinances pertaining to the use of the Public Sewer are on file at City Hall and may be viewed at any time during regular business hours.